

Wells Fargo : every step of the way



When, where, how

We offer transferees choice in how they interact with us: toll-free access to a centralized team; local branch retail salesforce, including certified Relocation Specialists; and promotion of our robust suite of online capabilities



Customer Service – Culture of Caring

91%

Percentage of transferees that rated our service Extremely Satisfied or Very Satisfied with their experience in 2017

Based on 43% survey response rate



Innovation / Technology

Online Mortgage Application; yourLoanTrackerSM - loan progress at a glance, eUpload, and eDelivery via mobile device, tablet or desktop; customized relocation website offering tips, tools, videos, interactive programs, and planning resources



Pick the Mortgage Program that meets your needs

Fixed or Adjustable Interest Rates
Conventional
3% down fixed loan program
Jumbo
Government – VA / FHA
New construction



Servicing

Wells Fargo maintains the servicing on every loan.

From closing until you pay your loan off, you have the security knowing your loan will be serviced by Wells Fargo.



More than a Bank – In your community

We donated \$15.6 million in environmental grants in 2017 to nonprofits, universities, and other organizations that support clean technology, environmental education, and strengthening community resiliency.

Our Clean Technology and Innovation grant program contributed \$2 million in 2017 to 40 clean-tech channel partners.



Review slide

Relocation certification - Home Mortgage Consultants located at 1,300 branch locations throughout the U.S. are required to earn Relocation Certification in order to originate corporate relocation loans

EPA relocation management team



Relocating employees

1-800-525-3902

www.wellsfargorelo.com

- Centralized and dedicated relocation team serving all 50 states
Monday-Friday: 7:00 a.m. - 9:00 p.m. CST | Saturday: 8:00 a.m. - 6:00 p.m. CST
- Wells Fargo Home Mortgage branches offer 8,240 team members in 1,300 locations.

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Please ensure photos are professional and WF-appropriate.

Add all contact information, including region 800 number and client-specific Relo web site URL if applicable.